one touch | 117A
one touch | 217A

Quick Start Guide

For more information about how to use the cellphone, please go to www.alcatelonetouch.com to download complete user manual (English version only). Also on our website you can find helpful FAQs. (English version only).

Prolonged exposure to music at full volume on the music player may damage the listener's hearing. Set your cellphone volume safely. Use only headphones recommended by TCT Mobile Limited and its affiliates.

ALCATEL onetouch

1 Your cellphone .....

one touch 117A

one touch 217A

1. Left softkey
2. Call log (Idle screen)
   Send call
3. Voicemail
4. Lock (press and hold)
5. Right softkey
6. Power on/Power off
   End call
   Deactivate the Torch
7. Vibrate alert
8. Navigation key :
   Menu/Confirm an option
   Profiles
   Organizer
   Create message
   Alarm
9. Torch

1.1 Keys

Navigation key
Confirm an option (press the middle of the key)

Send call
Access to call log (idle screen)

Power on/off the handset (press and hold)
End call
Return to idle

Left softkey

Right softkey

Dial the voicemail number (press and hold)

From Idle screen
- Press: enter zero
- Press and hold: enter the symbol "+/P/W"

In Edit mode:
- Press:
"␣" (space) (text edit mode)
0 (Add numbers)

From Idle screen
- Press: *
- Press and hold: Lock keypad in idle screen

In Edit mode:
- Press: change input methods

From Idle screen
- Press: #
- Press and hold: activate/deactivate the vibrator

In Edit mode:
- Press: access the Symbols table

From Idle screen
- Press: dial '5'
- Press and hold: switch on/off the torch

1.2 Idle screen icons

In one touch 117A:

Battery charge level.

Call forwarding activated: your calls are forwarded.

Alarm clock programmed.

Roaming.

Level of network reception.

Silence or Vibration mode: your phone neither rings nor beeps.

Message unread.

Keypad locked.

In one touch 217A:

Battery charge level.

Vibrate alert: your cellphone vibrates, but neither rings nor beeps.

Headset connected.

Call forwarding activated: your calls are forwarded.

Alarm clock programmed.

Voicemail message arrived.

Unanswered calls.

Roaming.

Level of network reception.

Silence mode: your cellphone neither rings, beeps nor vibrates.

Message unread.

Keypad locked.

Ringtone alert.

Vibrate and ringtone alert.

2 Getting started.....

2.1 Set-up

Removing and installing the back cover

Removing and installing the battery

Inserting and removing the SIM card

Place the SIM card with the chip facing downwards and slide it into its housing. Make sure that it is correctly inserted. To remove the card, push it and slide it out.

Charging the battery

Connect the battery charger to your cellphone and outlet respectively.

- The charging may take about 20 minutes to start if the battery is flat.
- Be careful not to force the plug into the socket.
- Make sure the battery is correctly inserted before connecting the charger.
- The outlet must be near to the cellphone and easily accessible (avoid electric extension cables).
- When using your cellphone for the first time, charge the battery fully (approximately 3 hours). You are advised to fully charge the battery ( ).
- To reduce power consumption and energy waste, when battery is fully charged, disconnect your charger from the plug; reduce the backlight time, etc.

The charge is complete when the animation stops.

2.2 Power on your cellphone

Hold down the key until the cellphone powers on.

2.3 Power off your cellphone

Hold down the key from the main screen.

3 Calls .....

3.1 Making a call

Dial the desired number then press the key to place the call. If you make a mistake, you can delete the incorrect digits by pressing the right softkey.

To hang up the call, press the key.

Making an emergency call

If your cellphone is covered by the network, dial emergency number and press the key to make an emergency call. This works even without a SIM card and without typing the PIN code or unlocking the keypad.

3.2 Calling your voicemail (1)

To access your voicemail, hold down the key.

3.3 Receiving a call

When you receive an incoming call, press the key to talk and then hang up using the key.

3.4 Available functions during the call

During a call, you can use your directory, your calendar, text messages, etc. without hanging up or dropping the call.

(1) Contact your network operator to check service availability.

4 Contacts..... (1) (2)

4.1 Consulting your contacts

To access the directory from the idle screen, press the key and select the (1)/(2) icon from the menu.

4.2 Adding a contact

Select the directory in which you wish to create a file, press the "**Options**" softkey, select "**Add contact**" then .

5 Messaging..... (1) (2)

5.1 Create SMS

From the main menu select "**Messaging**" to create text message. You can type a message, and you're also able to insert a pre-defined message from "**Templates**". While writing a message, select "**Options**" to access all the messaging options. You can save your messages that you send often to "**Drafts**" .

Specific letters (accent) will increase the size of the SMS, this may cause multiple SMS to be sent to your recipient.

(1) one touch 117A only.
(2) one touch 217A only.

6 Call log ..... (1) (2)

You can access your call memory by pressing from the idle screen, or press the key and select the (1)/(2) icon from the menu.

6.1 Unanswered

In this menu, you can find the unanswered calls list.

6.2 Outgoing calls

In this menu, you can find the outgoing calls list.

6.3 Answered calls

In this menu,you can find the answered calls list.

7 FM Radio ..... (1) (2)

Your cellphone is equipped with a radio (3) with RDS functionality. You can use the application as a traditional radio with saved channels or with parallel visual information related to the radio program on the display if you tune to stations that offer Visual Radio service. You can listen to it while running other applications.

(1) one touch 117A only.
(2) one touch 217A only.
(3) The quality of the radio depends on the coverage of the radio station in that particular area.

8 Voice memo .. (1) (2)

8.1 New record

In this menu, you can record new voice memo, and press or to save it.

8.2 Memo list

It contains all the voice memos you recorded before. Pressing "**Options**" softkey, you can Play/rename/delete it and also set it as a alarm melody.

8.3 Settings

You can manage the voice memo in settings of audio quality.

(1) one touch 117A only.
(2) one touch 217A only.

9 Settings ..... (1) (2)

From the main menu, select the menu icon (1)/(2) and select the function of your choice in order to customize your cellphone: **Phone settings, Call settings, Call control, Network, Security, Restore default set**.

10 Games & Tools..... (1) (2)

10.1 Games

Your Alcatel cellphone includes a game. Select "**Game settings**", it allows you to manage settings, in which you may set background audio and vibrate alert.

10.2 Alarm

Your cellphone has a built-in alarm clock with snooze feature.

(1) one touch 117A only.
(2) one touch 217A only.

10.3 Organizer

Once you enter this menu, there is a monthly-view calendar for you to keep track of important appointments, etc. Days with events entered will be marked.

10.4 Calculator

Hold down the key to get the decimal point. Confirm with the key or the left softkey.

10.5 Torch

To light in darkness,you may activate "**Torch**" by below operations:

In idle screen, press and hold key to activate the Torch light; press key or press and hold key to deactivate it.

11 Profiles ..... (1) (2)

With this menu, you may personalize ringtones for different events and environments.

(1) one touch 117A only.
(2) one touch 217A only.

12 Services..... (1) (2)

Contact your network operator to check service availability.

13 Latin input mode...

To write messages, there are two writing methods:

- Normal: this mode allows you to type a text by choosing a letter or a sequence of characters associated with a key. Press the key several times until the desired letter is highlighted. When you release the key the highlight character is inserted into the text.
- Predictive with the Zi mode: this mode speeds up the writing of your text.Write the word by pressing a key between and . Press the key once and the word will be modified each time you press a key. As you go on, the word will keep changing. Example: For "**Tomorrow**", press on the following keys:
  , , = Too -> -> ->Tomorrow
- key in edit mode
  Press:
  "␣" (space) (text edit mode)
  0 (Add numbers)

(1) one touch 117A only.
(2) one touch 217A only.

ALCATEL is a trademark of
Alcatel-Lucent and used under license by
TCT Mobile Limited.

All rights reserved © Copyright 2011
TCT Mobile Limited.

TCT Mobile Limited reserves the right to alter material or technical specification without prior notice.

IP3725_117A_217A_QG_Eng_USA_05_111019.indd 1 2011-10-19 Lynn 3:55:34

Safety and use.....

We recommend that you read this chapter carefully before using your cellphone. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein.

• **TRAFFIC SAFETY:**

Given that studies show that using a cellphone while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset...), drivers are requested to refrain from using their cellphone when the vehicle is not parked. Check the laws and regulations on the use of wireless cellphones and their accessories in the areas where you drive. Always obey them. The use of these devices may be prohibited or restricted in certain areas.

When driving, do not use your cellphone and headphone to listen to music or to the radio. Using a headphone can be dangerous and forbidden in some areas.

When switched on, your cellphone emits electromagnetic waves that can interfere with the vehicle's electronic systems such as ABS anti-lock brakes or airbags. To ensure that there is no problem:

- do not place your cellphone on top of the dashboard or within an airbag deployment area,
- check with your car dealer or the car manufacturer to make sure that the car's electronic devices are shielded from cellphone RF energy.

• **CONDITIONS OF USE:**

You are advised to switch off the cellphone from time to time to optimize its performance.

Remember to abide by local authority rules of cellphone use on aircrafts.

Operational Warnings: Obey all posted signs when using mobile devices in public areas.

Follow Instructions to Avoid Interference Problems: Turn off your mobile device in any location where posted notices instruct you to do so. In an aircraft, turn off your mobile device whenever instructed to do so by airline staff. If your mobile device offers an airplane mode or similar feature, consult airline staff about using it in flight.

Switch the cellphone off when you are in health care facilities, except in designated areas. As with many other types of equipment now in regular use, cellphones can interfere with other electrical or electronic devices, or equipment using radio frequency.

Switch the cellphone off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in a fuel depot, gas station, or chemical plant, or in any potentially explosive atmosphere.

When the cellphone is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker, a hearing aid or insulin pump. In particular when using the cellphone you should hold it against the ear on the opposite side to the device, if any.

Read and follow the directions from the manufacturer of your implantable medical device. If you have any questions about using your mobile device with your implantable medical device, consult your healthcare provider.

To avoid hearing impairment, answer the call before holding your cellphone to your ear. Also move the handset away from your ear while using the "hands-free" option because the amplified volume might cause hearing damage.

It is recommended to have proper supervision while small children use your cellphone.

When replacing the cover please note that your cellphone may contain substances that could create an allergic reaction.

Always handle your cellphone with care and keep it in a clean and dust-free place.

Do not allow your cellphone to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc.). The manufacturer's recommended operating temperature range is -10°C (14°F) to +55°C (131°F) (the max value depends on device, materials and housing paint/texture).

Over 55°C (131°F) the legibility of the cellphone's display may be impaired, though this is temporary and not serious.

Do not open or attempt to repair your cellphone yourself.

Do not drop, throw or try to bend your cellphone.

Do not paint it.

Use only batteries, battery chargers, and accessories which are recommended by TCT Mobile Limited and its affiliates and are compatible with your cellphone model. TCT Mobile Limited and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.

Your cellphone should not be disposed of in a municipal waste. Please check local regulations for disposal of electronic products.

Remember to make back-up copies or keep a written record of all important information stored in your cellphone.

Some people may suffer epileptic seizures or blackouts when exposed to flashing lights, or when playing video games. These seizures or blackouts may occur even if a person never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your cellphone or enabling a flashing-lights feature on your cellphone. Parents should monitor their children's use of video games or other features that incorporate flashing lights on the cellphones. All persons should discontinue use and consult

a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation. To limit the likelihood of such symptoms, please take the following safety precautions:

- Play at the farthest distance possible from the screen.

When you play games on your cellphone, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. Follow these instructions to avoid problems such as tendinitis, carpal tunnel syndrome, or other musculoskeletal disorders:

- Take a minimum of a 15-minute break every hour of game playing.
- If your hands, wrists, or arms become tired or sore while playing, stop and rest for several hours before playing again.
- If you continue to have sore hands, wrists, or arms during or after playing, stop the game and see a doctor.

Prolonged exposure to music at full volume using the music player may damage your hearing. Set your cellphone's volume to it's lowest setting prior to inserting headphones in your ears and adjust the volume to your preference. Only use headphones that are recommended by TCT Mobile Limited and it's affiliates.

• **PRIVACY:**

Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your cellphone regarding taking photographs and recording sounds with your cellphone. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and reproduce or distribute them, as this may be considered to be an invasion of privacy.

It is the user's sole responsibility to ensure that prior authorization be obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your cellphone (including the operator) disclaim any liability which may result from the improper use of the cellphone.

• **BATTERY AND ACCESSORIES:**

Before removing the battery from your cellphone, please make sure that the cellphone is switched off.

Observe the following precautions for battery use:

- Do not attempt to open the battery (due to the risk of toxic fumes and burns).
- Do not puncture, disassemble or cause a short-circuit in a battery,
- Do not burn or dispose of a used battery in the garbage or store it at temperatures above 60°C (140°F).

Batteries must be disposed of in accordance with locally applicable

environmental regulations. Only use the battery for the purpose for which it was designed. Never use damaged batteries or those not recommended by TCT Mobile Limited and/or its affiliates.

This symbol on your cellphone, the battery and the accessories means that these products must be taken to collection points at the end of their life:

- Municipal waste disposal centers with specific bins for these items of equipment
- Collection bins at points of sale.

They will then be recycled, preventing substances being disposed of in the environment, so that their components can be reused.

In European Union countries:

These collection points are accessible free of charge. All products with this sign must be brought to these collection points.

In non European Union jurisdictions:

Items of equipment with this symbol are not be thrown into ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled.

In the United States you may learn more about CTIA's Recycling Program at www.recyclewirelessphones.com

CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS

• **CHARGERS**

Home A.C./ Travel chargers will operate within the temperature range of: 0°C (32°F) to 40°C (104°F).

The chargers designed for your cellphone meet with the standard for safety of information technology equipment and office equipment use. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for this purpose only.

Characteristics of power supply (depending on the country):

Travel charger: Input: 100~240 V, 50~60 Hz, 150 mA
Output: 5 V, 350/400/550 mA
Battery: Lithium 500/650/750 mAh

• **RADIO WAVES:**

THIS CELLPHONE MEETS THE GOVERNMENT'S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

Your cellphone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio-frequency (RF) energy. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific

studies. These guidelines include a substantial safety margin designed to ensure the safety of all persons, regardless of age and health.

The exposure standard for cellphones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by public authorities such as the Federal Communications Commission of the US Government (FCC), or by Industry Canada, is 1.6 W/kg averaged over 1 gram of body tissue. Tests for SAR are conducted using standard operating positions with the cellphone transmitting at its highest certified power level in all tested frequency bands.

Although the SAR is determined at the highest certified power level, the actual SAR level of the cellphone while operating can be well below the maximum value. This is because the cellphone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output of the cellphone. Before a cellphone model is available for sale to the public, compliance with national regulations and standards must be shown.

The highest SAR value for this model cellphone when tested is 1.15 W/Kg (one touch 117A), 1.1 W/Kg (one touch 217A) for use at the ear and 0.739 W/Kg (one touch 117A), 0.719 W/Kg (one touch 217A) for use close to the body.

While there may be differences between the SAR levels of various cellphones and at various positions, they all meet the government requirement for RF exposure. For body-worn operation, the cellphone meets FCC RF exposure guidelines provided that it is used with a non-metallic accessory with the handset at least 1.5 cm from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

Additional information on SAR can be found on the Cellular Telecommunications & Internet Association (CTIA) Web site: http://www.phonefacts.net

The World Health Organization (WHO) considers that present scientific information does not indicate the need for any special precautions for use of cellphones. If individuals are concerned, they might choose to limit their own or their children's RF exposure by limiting the length of calls, or using "hands-free" devices to keep cellphones away from the head and body. (fact sheet n°193). Additional WHO information about electromagnetic fields and public health are available on the following website: http://www.who.int/peh-emf.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/ TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

For the receiver devices associated with the operation of a licensed radio service (e.g. FM broadcast), they bear the following statement:

This device complies with Part 15 of the FCC Rules. Operation is subject to the condition that this device does not cause harmful interference.

For other devices, they bear the following statement:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) this device may not cause harmful interference

(2) this device must accept any interference received, including interference that may cause undesired operation.

Your cellphone is equipped with a built-in antenna. For optimal operation, you should avoid touching it or degrading it.

As mobile devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances the device will be compliant with the guidelines when used with headset or usb data cable. If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the cellphone at least 1.5 cm away from the body.

• **LICENCES**

eZiText™ and Zi™ are trademarks of Zi Corporation and/or its Affiliates.

General information .....

- **Website:** www.alcatelonetouch.com
- **Facebook:** http://www.facebook.com/alcatelonetouchtribe
- **Twitter:** http://www.twitter.com/Alcateltribeus
- **Hot Line Number**: In the United States, call 877-702-3444 for technical support.

On our Internet site, you will find our FAQ (Frequently Asked Questions) section. You can also contact us by e-mail to ask any questions you may have.

An electronic version of this user guide is available in English and other languages according to availability on our server: www.alcatelonetouch.com

Your cellphone is a transceiver that operates on GSM networks with 850 and 1900 MHz bands.

Protection against theft (1)

Your cellphone is identified by an IMEI (cellphone serial number) shown on the packaging label and in the product's memory. We recommend that you note the number the first time you use your cellphone by entering *#06# and keep it in a safe place. It may be requested by the police or your operator if your cellphone is stolen.

Disclaimer

There may be certain differences between the user manual description and the cellphone's operation, depending on the software release of your cellphone or specific operator services.

TCT Mobile shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the operator exclusively.

(1) Contact your network operator for service availability.

Alcatel Mobile Phones Limited Warranty.....

TCT Mobile North America LTD warrants to the original retail purchaser of this wireless device, that should this product or part thereof during normal consumer usage and condition, be proven to be defective in material or workmanship that results in product failure within the first twelve (12) months from the date of purchase as shown on your original sales receipt. Such defect(s) will be repaired or replaced (with new or rebuilt parts) at the company's option without charge for parts or labor directly related to the defect(s).

Batteries, power adapters, and other accessories sold as in box items are also warranted against defects and workmanship that results in product failure within the first six (6) months period from the date of purchase as shown on your original sales receipt. Such defect(s) will be repaired or replaced (with new or rebuilt parts) and the company's option without charge for parts or labor directly related to the defect(s).

The limited warranty for your wireless device will be voided if any of the following conditions occur:

- Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your cellphone is used;
- Connection to any equipment not supplied or not recommended by TCT Mobile;
- Modification or repair performed by individuals not authorized by TCT Mobile or its affiliates;
- Acts of god such as Inclement weather, lightning, power surges, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation;
- Removal or altering of the wireless devices event labels or serial numbers (IMEI);
- Damage from exposure to water or other liquids, moisture, humidity, excessive temperatures or extreme environmental conditions, sand, excess dust and any condition outside the operating guidelines;
- Defects in appearance, cosmetic, decorative or structural items such as framing and non-operative parts.

There are no express warranties, whether written, oral or implied, other than this printed limited warranty or the mandatory warranty provided by your jurisdiction. In no event shall TCT Mobile or any of its affiliates be liable for incidental or consequential damages of any nature whatsoever, including but not limited to commercial loss, to the full extent those damages can be disclaimed by law. Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.

How to obtain Support: Contact the customer care center by calling (877-702-3444) or going to www.alcatelonetouch.com. We have placed many self-help tools that may help you to isolate the problem and eliminate the need to send your wireless device in for service. In the case that your wireless device is no longer covered by this limited warranty due to time or condition we have other options that you may utilize our out of warranty repair options.

To obtain hardware repairs or replacement within the terms of this warranty, contact TCT Mobile to get an RMA number, include a copy of the original proof of warranty coverage (e.g. original copy of the dated bill of sale, invoice), the consumer's return address, your wireless carrier's name, alternate daytime cellphone number, and email address with a complete problem description. Only ship the wireless device. Do not ship the SIM card, memory cards, or any other accessories such as the power adapter. You must properly package and ship the wireless device to the repair center.

TCT Mobile is not responsible for wireless devices that do not arrive at the service center. Upon receipt, the service center will verify the warranty conditions, repair, and return your wireless device to the address provided.

Troubleshooting.....

Before contacting the service center, you are advised to follow the instructions below:

- You are advised to fully charge ( ) the battery for optimal operation.
- Avoid storing large amounts of data in your cellphone as this may affect its performance.
- Use User Data Format to perform cellphone formatting, (to perform User Data format, hold down # while simultaneously pressing the power on/off key under the power off mode). ALL User cellphone data: contacts, photos, messages and files will be lost permanently.

and carry out the following checks:

My cellphone cannot switch on

- Check the battery contacts, remove and reinstall your battery, then turn your cellphone on
- Check the battery power level, charge for at least 20 minutes
- If it still does not work, please use User Data Format to reset the cellphone (1)

My cellphone is frozen or has not responded for several minutes

- Restart your cellphone by pressing and holding the key
- Remove the battery and re-insert it, then restart the cellphone
- If it still does not work, please use User Data Format to reset the cellphone (1)

My cellphone turns off by itself

- Check that your keypad is locked when you are not using your cellphone, and make sure power off key is not mis-contacted due to unlocking keypad.
- Check the battery charge level
- If it still does not work, please use User Data Format to reset the cellphone (1)

My cellphone cannot charge properly

- Make sure you are using an Alcatel battery and the charger from the box
- Make sure your battery is inserted properly and clean the battery contact if it's dirty. It must be inserted before plugging in the charger
- Make sure that your battery is not completely discharged; if the battery power is empty for a long time, it may take around 20 minutes to display the battery charger indicator on the screen
- Make sure charging is carried out under normal conditions (0°C to +40°C)
- When abroad, check that the voltage input is compatible

My cellphone cannot connect to a network or "No service" is displayed

- Try connecting in another location
- Verify the network coverage with your operator
- Check with your operator that your SIM card is valid
- Try selecting the available network(s) manually
- Try connecting at a later time if the network is overloaded

Invalid SIM card

- Make sure the SIM card has been correctly inserted
- Make sure the chip on your SIM card is not damaged or scratched
- Make sure the service of your SIM card is available

Unable to make outgoing calls

- Make sure you have dialed a valid number and press the key
- For international calls, check the country and area codes
- Make sure your cellphone is connected to a network, and the network is not overloaded or unavailable
- Check your subscription status with your operator (credit, SIM card valid, etc.)
- Make sure you have not barred outgoing calls

Unable to receive incoming calls

- Make sure your cellphone is switched on and connected to a network (check for overloaded or unavailable network)
- Check your subscription status with your operator (credit, SIM card valid, etc.)
- Make sure you have not forwarded incoming calls
- Make sure that you have not barred certain calls

The caller's name/number does not appear when a call is received

- Check that you have subscribed to this service with your operator
- Your caller has concealed his/her name or number

I cannot find my contacts

- Make sure your SIM card is not broken
- Make sure your SIM card is inserted properly
- Import all contacts stored in SIM card to cellphone

The sound quality of the calls is poor

- You can adjust the volume during a call by pressing the key
- Check the network strength
- Make sure that the receiver, connector or speaker on your cellphone is clean

I am unable to use the features described in the manual

- Check with your operator to make sure that your subscription includes this service
- Make sure this feature does not require an Alcatel accessory

When I select a number from my contacts, the number cannot be dialed

- Make sure that you have correctly recorded the number in your file
- Make sure that you have inputted the country prefix when calling a foreign country

I am unable to add a contact in my contacts

- Make sure that your SIM card contacts are not full; delete some files or save the files in the phone contacts (i.e. your professional or personal directories)

My callers are unable to leave messages on my voicemail

- Contact your network operator to check service availability

I cannot access my voicemail

- Make sure your operator's voicemail number is correctly entered in "**Messaging\Voicemail**"
- Try later if the network is busy

The flickering icon is displayed on my standby screen

- You have saved too many short messages on your SIM card; delete some of them or archive them in the phone memory

SIM card PIN locked

- Contact your network operator to obtain the PUK code (Personal Unblocking Key)

How to make your battery last longer

- Make sure you follow the complete charge time (minimum 3 hours)
- After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication
- Switch on the backlight upon request

(1) **User Data Format** ALL user cellphone data: Contacts, messages and files will be lost permanently. Please store cellphone data in SIM card before you want to format

IP3725_117A_217A_QG_Eng_USA_05_111019.indd 2 2011-10-19 Lynn 3:55:35